

Duke Power Emergency Preparedness

Mike Agee

Manager, Crisis Management / Business
Continuity

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Duke Power Integrated Crisis Management

Enterprise Crisis Management

*Strategic planning and coordination,
events impacting the Enterprise
Threat analysis and notification to business units*

Crisis support to Duke Power

*Additional Enterprise Resources
Process Support, i.e. Risk Mgt,
Humanitarian Aid, etc*

Duke Power Crisis Management

*Strategic planning and coordination,
events impacting Duke Power
Develop strategy, communication / contact
plan, prioritize activities across Duke Power.*

Incident Support to Department

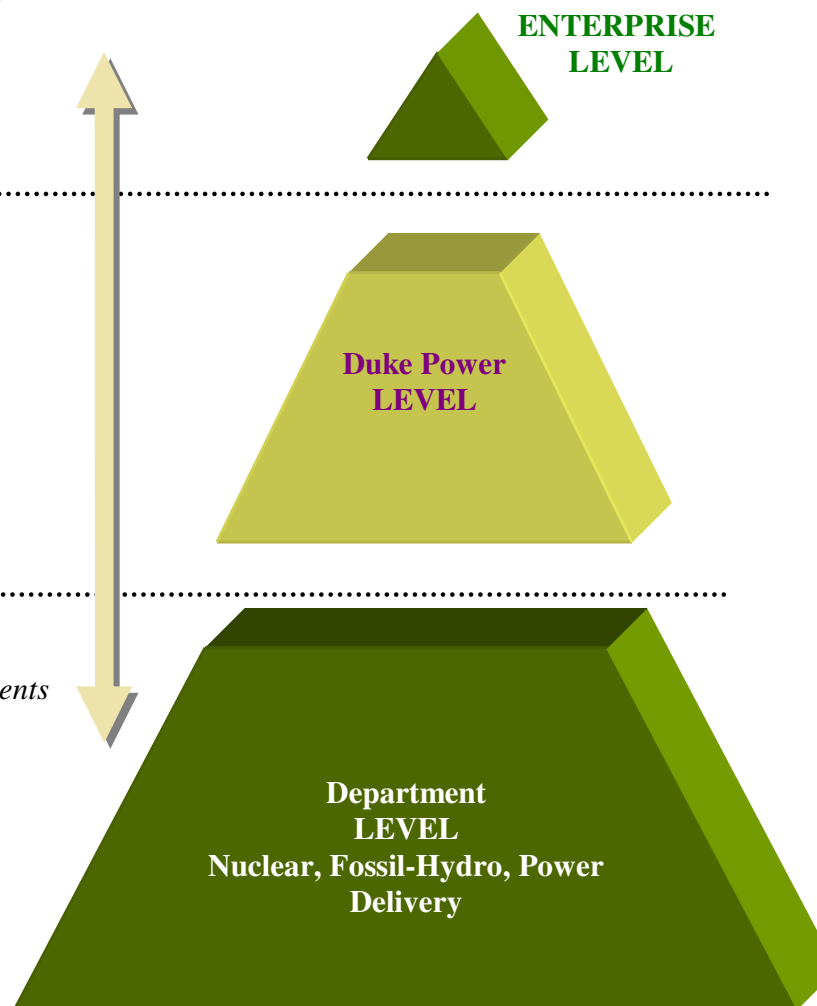
*Coordinate notification on major events, i.e.
hurricanes, security events, etc.
Additional Duke Power resources & process
support as requested*

Emergency Management-Department

*Develop and manage recovery plan for major events
or events across multiple facilities/ regions
Provide functional support to facility / region,
i.e. Public Affairs, HR, EHS etc.*

Emergency Response - Facility

*Immediate response; stabilize the site
Develop and manage recovery plan
at the facility / region*



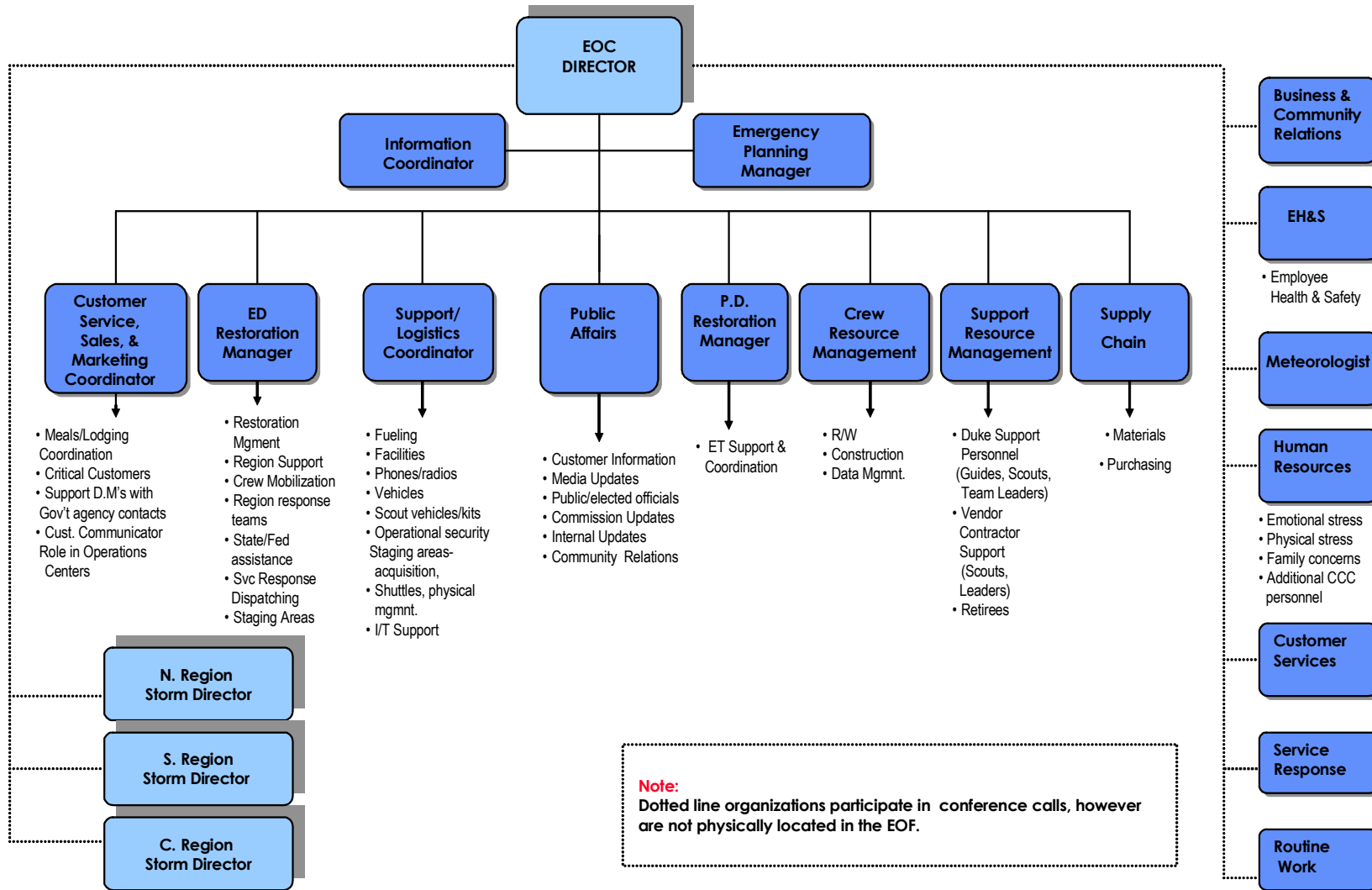
Emergency Response

- Planning
- Preparing for an event
- Execution
- Communications
- Feedback / Improve

Planning

- Each department (Nuclear, Power Delivery, & Fossil-Hydro) has planning teams reviewing the emergency process on a monthly basis
- A Duke Power Emergency Planning Team comprised of members from all departments meets monthly to review the process and discuss issues
- Drills are conducted to test the processes:
 - All plans tested at least once each year
 - Each nuclear site conducts at least five drills each year and may include involvement of state, county, and federal emergency management organizations

EOC STORM ORGANIZATION

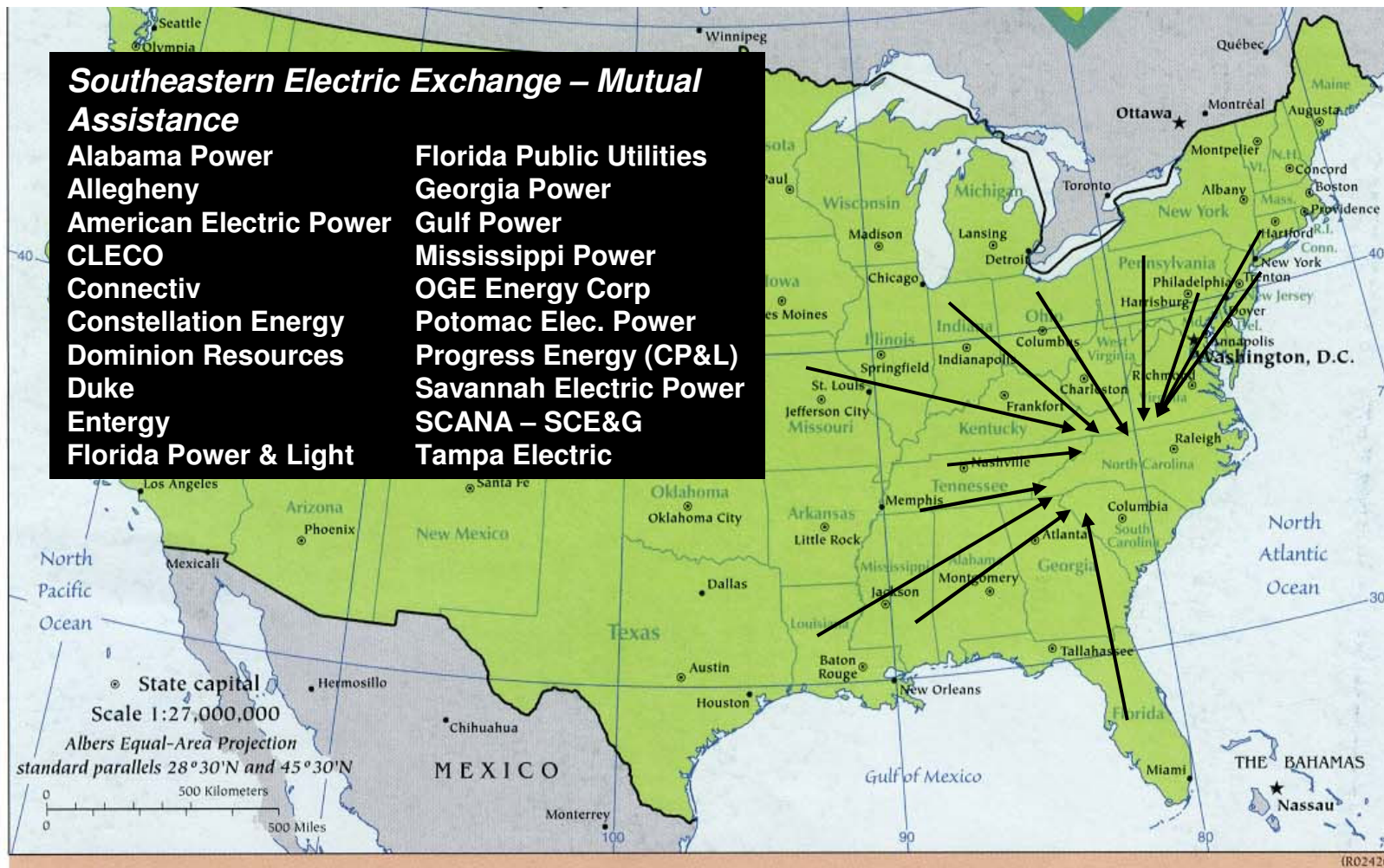


EOC Storm Organization.ppt

Preparing for an Event

- Preparation begins well ahead of event
- Emergency Team Conference Calls / all functions begin preparing for the event
- Conference call with SEE Mutual Aid Utilities / supplemental resources placed on standby
- Weather Events - Updates by Duke's Meteorologists
- Public preparation messages issued to media and placed on Duke Power web sites in English and Spanish
- Conference calls and contacts made to state and county emergency management organizations

Mutual Assistance



Execution

- Service restoration work is organized in regions and satellite locations and managed in the field
- Oversight is provided by central Emergency Operation Center
- Crews report back as sections are restored to monitor progress and to provide customers with ETOR's (Estimated Time of Restoration)
- Status assessment and updates made daily to monitor recovery progress

Communications

Effective communications are critical for emergency response

- The Joint Information Center is activated
- Information is provided through various media channels prior to the event and throughout the emergency response
- Staff at Customer Contact Center expanded to handle increased call volume
- Dynamic Voice Response Units are used to provide customers information including Estimated Time of Restoration during outage events
- Public Affairs personnel may be dispatched to the impacted areas to assist with communications at sites

Communications

- Processes are implemented to communicate with key stakeholders
 - Duke Power uses a network of District Managers to communicate with state and county emergency management organizations and government officials
 - Updates are provided to state and federal regulatory agencies including the SC commissioners and the ORS
 - Account representatives maintain contact with major industry accounts and wholesale customers
 - Proactive calls are made to identified medical-alert customers during major events

Feedback / Improve

- Critiques are conducted after every event and drill
- Feedback is requested from other stakeholders
- Action items are identified and follow-up action taken
- Processes and plans are updated

Emergency Assumptions

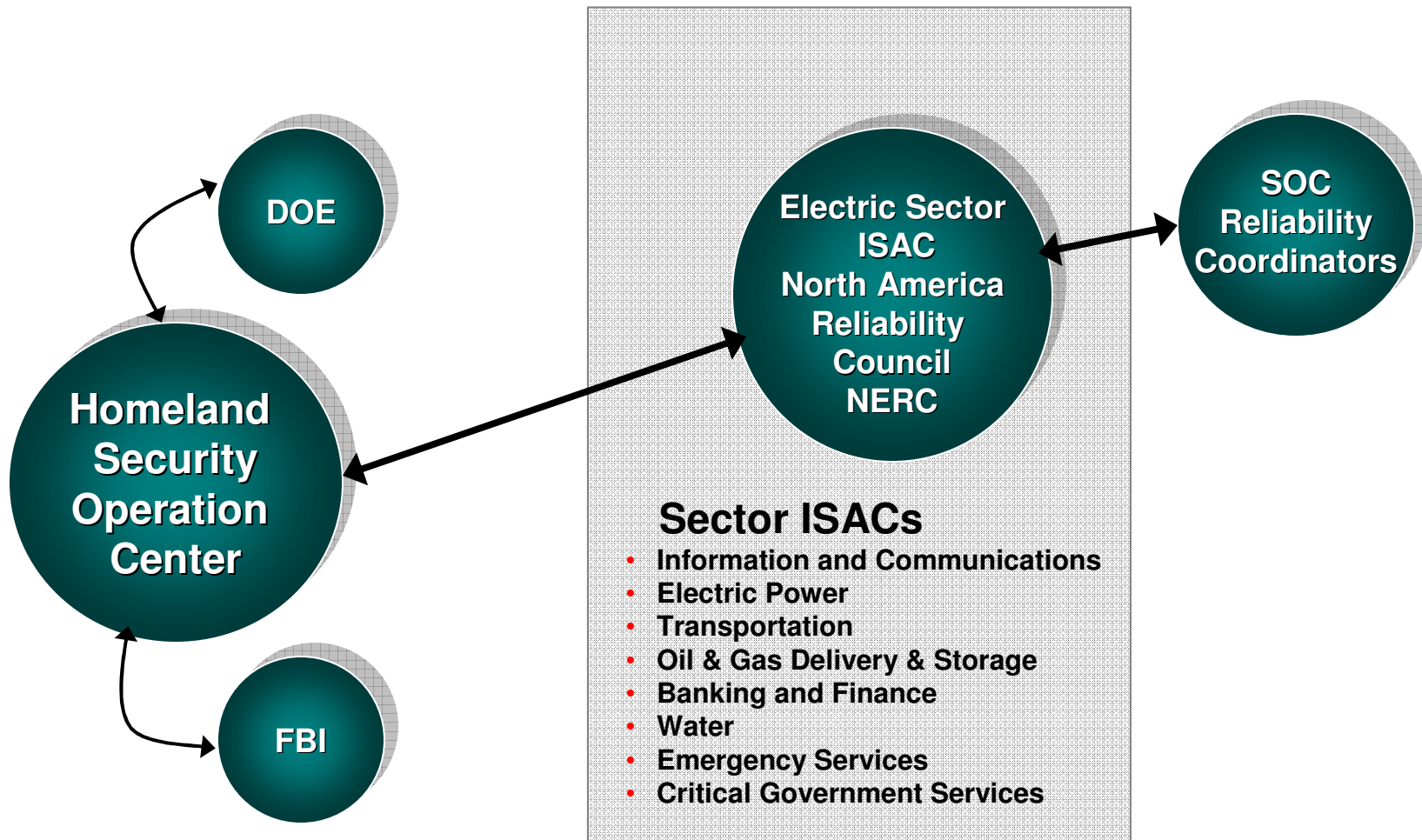
Prior to 9/11/01

- Weather Events – Storms, Tornados, Hurricanes
- Equipment Failures
- Vehicle Accidents
- Random Acts of Vandalism

After 9/11/01

- Weather
- Equipment Failure
- Vehicle Accidents
- Vandalism
- **Acts of Terrorism**
- **Biological Threats**

Electric Sector Information Sharing and Analysis Center (ISAC)



Security Preparation

- Certain critical and essential assets have been hardened to increase their security
- Duke Energy has a threat level matrix that is aligned with the National Threat Levels
- Security Plans are developed in key areas that identify actions to consider based on the defined threat level

Business Continuity/ Continuity of Operation

(Making sure critical processes will work)

- Business Continuity Plans have been developed for processes that are critical and essential for:
 - Public and employee safety
 - Operating the electric grid
 - Responding to emergency situations
 - Communicating with our customers and stakeholders
 - Maintaining the viability of the business